### 2020 Census: Record of Patron and Staff Issues

Please use this form to record issues that visitors have regarding the census. There will clearly be unanticipated problems and questions, please record those at the bottom and on the back of the page.

<table>
<thead>
<tr>
<th>Library _________________________________</th>
<th>System _________________________________</th>
<th>Date ________________</th>
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</table>

- Number of visitors asking questions about census________
- Number of visitors participating in census at library site________
- Number of visitors referred to the phone option to complete the census_______
- Number of visitors requesting staff to fill out their survey______

- Number of visitors experiencing language barriers________
- Issues with the hotline being inaccessible_______
- Issues with translation services_______
- Number of times visitors asked for assistance ______
- Digital Literacy ______
- Question regarding the survey______
- Privacy/ safety concerns______

- Technical issues with the Census website ______
- Difficulty logging in ______
- Site is slow ______
- Site is unresponsive_______
- Reported site crashes_______
- Problems with the interface_______
- Technical issues with computer equipment

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Concerns regarding privacy while completing the census

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Reported instances of fear or discomfort regarding the census

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General questions regarding the census (please list):

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Other questions, concerns, and issues